AppleCare Technician Training

Features

Comprehensive
- Curriculum courses thoroughly cover Apple products and technologies
- Apple-developed diagnostic tools help you diagnose and prevent problems
- Extensive reference materials are based on Apple's own technical information

Easy to use
- Logical, easy-to-follow curriculum makes it easy to absorb new concepts and information
- Self-paced modules give you complete control over your learning

Authoritative
- Provides the only Macintosh service training developed by Apple
- Gives you industry-recognized proof of your technical competency on Apple systems

Have you been wanting to get a job repairing Apple products? AppleCare Technician Training provides all the information you need to prepare for the AppleCare service certification exams for Macintosh and PowerBook systems (including Power Mac and iMac). This easy-to-use, self-paced course includes CD-based training materials, diagnostic tools, and extensive information from Apple's own technical library. Best of all, it's the only Macintosh service training curriculum developed by the people who know Apple systems best.

At the core of AppleCare Technician Training is the Technician Training CD. This CD's curriculum modules cover such topics as general computer terminology, Apple-specific computer architectures, and Mac troubleshooting and preventive maintenance.

The included Service Source CD is full of vital resources you'll need as you go through the course. It includes basic servicing information; troubleshooting flowcharts; adjustment procedures; take-apart, upgrade, and repair procedures; product specs; and exploded-view diagrams.

Also included with AppleCare Technician Training are MacTest Pro CDs. MacTest Pro offers diagnostic tools that can help you identify problems with Macintosh computers and their peripherals. You can use it both to perform preliminary diagnoses and to test systems after you've repaired them.

When you've successfully completed this curriculum, you should be prepared to take the AppleCare service certification exams for Macintosh and PowerBook systems. The exams are offered at hundreds of conveniently located Sylvan Prometric testing centers in the United States. To register for the exam, call 888-APL-EXAM (888-275-3926) and provide Reference Exam Number 9L0100. Inform the phone agent that you want to register for the "public" AppleCare service certification exam.

Once you pass the exams, you'll have a competitive advantage for getting a job repairing Macintosh and PowerBook systems. Even if you aren't interested in pursuing a repair career, the information in the training will give you valuable background knowledge to support and troubleshoot Apple computers and selected peripherals.*

*Successful completion of Macintosh/PowerBook certification does not imply any authorization by Apple to perform repairs or to conduct business directly with Apple or on Apple's behalf.

Ordering Information

AppleCare Technician Training
Order No. M7890LL/A

AppleCare Technician Training is available only to U.S. residents. It can be purchased from the Apple Store at www.apple.com/store.

System Requirements

- An Apple computer with a PowerPC processor
- Mac OS 8.5 or later
- A display capable of at least 800-by-600-pixel resolution and thousands of colors
- A CD-ROM or DVD-ROM drive
- A JavaScript-enabled web browser, such as:
— Netscape Communicator 4.5 or later
— Microsoft Internet Explorer 4.5 or later
- QuickTime 3 or later
- Adobe Acrobat Reader 3.0 or later (included on the Service Source CD)
- An Internet connection to use the Internet links included in the training

Contents

- Getting Started letter
- Technician Training CD
- Service Source CD
- MacTest Pro diagnostic CDs

For More Information

If you'd like to find out more about AppleCare Technician Training, please visit the AppleCare website at www.apple.com/support.

Apple

1 Infinite Loop
Cupertino, CA 95014
408-996-1010
www.apple.com